

ORDER FOR SUPPLIES AND SERVICES				REQUISITION/REFERENCE NUMBER 00000050		PAGE OF PAGES 1 4	
1. DATE OF ORDER 07/01/2021 11:43:49 AM EDT		2. ORDER NUMBER 47QFPA21F0045		3. CONTRACT NUMBER GS00Q14OADU139		4. PDN NUMBER	

FOR GOVERNMENT USE ONLY	5. ACCOUNTING AND APPROPRIATION DATA						
	FUND 285F	FUNCTION CODE AF151	B/A CODE AA20	CC-A	C/E CODE H08	FY	REGION
	CC-B	PROJ./PROS NO.	O/C CODE 25	ORG. CODE Q09FA000	W/ITEM	PRT./CRFT	

6. TO: CONTRACTOR (Name, address and zip code) VALIANT GLOBAL DEFENSE SERVICES INC. 205 VAN BUREN ST STE 310 HERNDON, Virginia 20170-5336 United States (b) (6)	7. TYPE OF ORDER A. <input type="checkbox"/> PURCHASE Please furnish the following on the terms and conditions specified on the order and the attached sheets, if any, including delivery as indicated. B. <input type="checkbox"/> DELIVERY (For Supplies) This delivery order is issued subject to the terms and conditions of the above numbered contract. C. <input checked="" type="checkbox"/> TASK ORDER (For Services) This task order is issued subject to the terms and conditions of the above numbered contract. D. MODIFICATION NUMBER: P00000 AUTHORITY FOR ISSUING: Except as provided herein, all terms and conditions of the original order, as heretofore mentioned, remain unchanged. 9B. START DATE: 07/01/2021 9C. COMPLETION DATE: 06/30/2022
---	---

8A. Data Universal Numbering System (DUNS) Number (b) (4)	8B. Taxpayer Identification Number (TIN) (b) (4)	
--	---	--

9A. BUSINESS CLASSIFICATION Contracts and Grants	
---	--

10. ISSUING OFFICE (Address, Zip Code, and Telephone Number) 50 United Nations Plaza, 2nd Floor San Francisco, California 94102 United States Marie Zainab Morales (415) 420-4129 zainab.morales@gsa.gov	11. REMITTANCE ADDRESS (MANDATORY) VALIANT GLOBAL DEFENSE SERVICES INC. WELLS FARGO BANK, N.A. 420 MONTGOMERY SAN FRANCISCO, California 94104-0000 United States	12. SHIP TO (Consignee Address, Zip Code and Telephone Number) Center for Excellence in Disaster Management and Humanitarian Assistance Douglas W. Wallace 456 Hornet Avenue JBPHH, Hawaii 96818 United States 808-472-0411
---	---	--

13. PLACE OF INSPECTION AND ACCEPTANCE Douglas W. Wallace 456 Hornet Avenue JBPHH, Hawaii 96818 United States 808-472-0411	14. REQUISITION OFFICE (Name, Symbol and Telephone Number) GSA FAS AAS Region 09 50 United Nations Plaza, 2nd Floor San Francisco, California 94102 United States Mark A Mohler 808-541-1999 mark.mohler@gsa.gov
--	--

15. F.O.B. POINT Destination	16. GOVERNMENT B/L NUMBER	17. DELIVERY F.O.B. POINT 06/30/2022	18. PAYMENT/DISCOUNT TERMS Net 30 Days / 0% 0 Days
---------------------------------	---------------------------	---	---

19. SCHEDULE					
ITEM NUMBER (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See Continuation Page				

20. RECEIVING OFFICE (Name, Symbol and Telephone Number) Center for Excellence in Disaster Management and Humanitarian Assistance 808-472-0411	TOTAL FROM 300-A(s)	▶	
21. MAIL INVOICE TO: (Electronic Invoice Preferred) General Services Administration (FUND) The contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal.fas.gsa.gov), navigating to the appropriate award, and creating the invoice for that award. For additional assistance contact the ASSIST Helpdesk at 877-472-4877. Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).	22. GROSS SHIP WEIGHT	GRAND TOTAL	\$2,864,091.56
	23. SHIPPING POINT See Block 6		
24A. FOR INQUIRIES REGARDING PAYMENT CONTACT: KC Finance Accounts Payable	24B. TELEPHONE NUMBER 1-800-676-3690		
25A. NAME AND TITLE OF OFFEROR/CONTRACTOR	26A. UNITED STATES OF AMERICA (NAME OF CONTRACTING/ORDERING OFFICER) Alberto V Gomez		
25B. SIGNATURE	25C. DATE SIGNED	26B. SIGNATURE Alberto V Gomez	26C. DATE SIGNED 07/01/2021 11:43:49 AM EDT

GENERAL SERVICES ADMINISTRATION

GSA 300 (REV. 5/2010)



FORM 300 CONTINUATION PAGE

PERFORMANCE WORK STATEMENT

Technical, Management, and Analytic Support Services

Issued by:

General Services Administration (GSA)

Federal Acquisition Service (FAS)

Region 9, Pacific Rim Region

07/01/2021

1. **BACKGROUND**

- 1.1. According to Title 10, Section 182, United States Code (U.S.C), the Center for Excellence in Disaster Management and Humanitarian Assistance (CFE-DM) was established in 1994 to provide and facilitate education, training, and research in civil-military operations, which require international disaster management and humanitarian assistance and operations that require coordination between the Department of Defense (DoD) and other agencies. CFE-DM functions as a direct reporting unit to United States Indo-Pacific Command (USINDOPACOM).

2. **OBJECTIVE/SCOPE**

2.1. The contractor shall provide all appropriate logistical and technical support services for the CFE-DM. The contractor shall perform data collection and analysis and provide related written reports and communications to the government. This analysis must include key stakeholders input. In addition, the contractor shall provide project management, database management and administrative support for CFE-DM activities and disaster response planning. The services are in four (4) specific task areas (1) Applied Research and Information Sharing (ARIS), (2) Plans and Programs and Analysis (PP&A), (3) Training and Engagements (T&E), (4) Mission Support (MS).

2.2. Historical examples and planned activities related to the tasks outlined in this PWS are found in the CFE-DM Program Plan and other documents on the CFE-DM website: <https://www.cfe-dmha.org/>.

2.3. Non-Personal Services and Inherently Governmental Functions:

2.3.1. Services rendered under this contract shall be non-personnel in accordance with Federal Acquisition Regulation (FAR) 37.104. Contractor personnel rendering services are not subject, either by the contract's terms or by the manner of its administration, the supervision and control usually prevailing in relationships between the Government and its employees. Contractor personnel rendering services under this contract shall be under the direct supervision and control of the Contractor.

2.3.2. The contractor shall not perform Inherently Governmental Functions as prescribed under FAR Subpart 7.5. Any performance objectives or other terms and conditions under this contract shall not be interpreted or implemented in any manner that may result in contractor personnel creating or modifying Federal policies, obligating funds of the Government, or overseeing the work of Government employees other than contractor personnel.

3. **PERFORMANCE REQUIREMENTS**

- 3.1. **Task Area 1: Applied Research and Information Sharing (ARIS).** The contractor shall conduct applied research, produce and share information products and knowledge, and explore opportunities for collaboration among US and foreign partner organizations to influence decision-making, improve coordination, inform operational planners and to build capacity in civil-military coordination in natural and manmade disaster responses. The contractor shall develop concept outlines for ARIS cooperative projects and engagement activities, provide written reports, develop and publish information products, and produce applied research papers.
- 3.1.1. Approximately up to three (3) times per month, the contractor shall provide a written report to the government that captures and formulates disaster response and assistance lessons learned and best practices identified to inform operational planning at USINDOPACOM, and other Geographical Combatant Commands (GCC).
- 3.1.2. The contractor shall develop and publish information products to inform operational planners of best practices in civil-military coordination in natural or manmade disaster responses and contribute to the international body of knowledge. CFE-DM 2019-23 Program Plan, located on the CFE-DM website, outlines the Center's requirements. Historically, 40 -50 informational products are completed per year.
- 3.1.3. The contractor shall produce case studies and best practice pamphlets. Topics and timelines will be provided by the government lead upon assignment.
- 3.1.3.1. Case Studies: The contractor shall complete up to five (5) case studies per year. The contractor shall participate in three (3) in-progress reviews (IPR) (initial, mid-study, and final) to identify and correct errors and shall submit draft work upon government request. The contractor shall submit the final case studies in the electronic format specified by the government lead.
- 3.1.3.2. Best Practices Pamphlets: The contractor shall complete up to three (3) best practice pamphlets per year. The contractor shall participate in three (3) in-progress reviews (IPR) (initial, mid-study, and final) to identify and correct errors and shall submit draft work upon government request. The contractor shall submit the final case studies in the electronic format specified by the government lead.
- 3.1.4. Trends and Issues: Up to three times per week the contractor shall review 10 to 20 websites to identify trends that affect Humanitarian Assistance and Disaster Response (HADR) program operations each year. The contractor shall archive relevant website content in the CFE SharePoint repository. Weekly, the



contractor shall provide a report to the government lead in the electronic format specified summarizing the information archived.

- 3.1.5. Monthly, the contractor shall produce a written report on operational decision making in response to large-scale disasters and humanitarian emergencies. The area of focus for each report shall be provided by the government lead. This report shall be used to inform planners and decision makers in the USINDOPACOM Area of Responsibility (AOR). The contractor shall submit the report in the electronic format specified by the government lead.
- 3.1.6. The contractor shall update or create new up to 10 Country Disaster Response Handbooks for Indo-Pacific countries in each 12-month period of performance. These handbooks serve as country-focused references for operational disaster response planners. The contractor shall use the government created template to accomplish all required updates and develop all new handbooks. The government lead will provide the contractor the calendar schedule containing all scheduled updates.
- 3.1.7. The contractor shall solicit submissions from CFE-DM staff regarding the Center's performance during the 1st and 2nd Quarters of each Fiscal Year. The contractor shall edit and organize submissions and submit to the government for evaluation. This task is accomplished annually, and the report shall be submitted to the government lead in the electronic format specified.

3.2. Task Area 2: Plans and Programs –

- 3.2.1. USINDOPACOM Battle Rhythm (BR) Supporting Planning Activities – Daily, the contractor shall attend USINDOPACOM Boards, Bureaus, Centers, Cells, and Working Groups (B2C2WG) Battle Rhythm planning activities to present reports on CFE-DM operations, activities, and investments (OAI) and respond to requests for information. Any responses to formal information requests received by the contractor will be approved first by the government lead. The contractor shall collect comments, questions, notes, and presentations occurring during the meetings and deliver to the government lead. The contractor shall provide draft comments on meeting content for CFE-DM government lead review and approval throughout the process.
- 3.2.2. USINDOPACOM Campaign Plan (IPCP) Planning – The contractor shall provide Disaster Management and Humanitarian Assistance (DMHA) planning support to the IPCP planning process. The purpose of this support is to ensure that the DMHA functional area and CFE-DM equities are appropriately addressed in the IPCP. The contractor shall participate in weekly working

groups to discuss DMHA-related issues. The contractor shall provide written and oral recommendations for government approval for DMHA related sections of the IPCP. Joint planning is described in Joint Publication 5.0 (Campaign Planning). The IPCP Campaign Plan is a five (5) year document that is normally updated at least annually. Historically, there are planned milestones throughout the year with meeting frequency increasing toward the end of the cycle. The Task Management System (TMS) shall be used in the planning process. The government will provide system access.

- 3.2.3. USINDOPACOM Theater Campaign Order (TCO) Planning –The contractor shall submit recommended inputs and recommended TCO tasks on DMHA portions of the strategic framework of the IPCP to the government Branch Chief for approval. The recommendations shall be applicable to USINDOPACOM components, sub-unified commands and Direct Reporting Units (DRU). Historically, TCO planning occurs on a two-year cycle.
- 3.2.4. CFE-DM Security Cooperation Resourcing Activities – The contractor shall process requests for security assistance funding such as Overseas Humanitarian Disaster Assistance and Civic Aid (OHDACA), T10, 312, (Personal Expenses) and Asia Pacific Regional Initiative (APRI) funding to support security cooperation objectives for the center. Weekly, the contractor shall process initial justifications and input data base entries in the Overseas Humanitarian Assistance Shared Information System (OHASIS) and Global Theater Security Cooperation Management Information System (GTSCMIS). One to two times per week, the contractor shall monitor submission progress and provide a status update to the government.
- 3.2.5. Surge Support – Crisis Response is critical and always a priority for a combatant command. The contractor shall provide crisis response planning support to USINDOPACOM or other supported command's planning forum. Historically, moderate crisis response is provided 1-2 times a year. Major crisis support requirements occur 1-2 times in a five-year period. Contractor shall provide crisis action planning support within 72 hours of notification by government, and a full complement of surge support required for the given disaster within seven calendar days.
 - 3.2.5.1. The contractor shall provide surge support to increase manning to enable continuity of operations (this includes support to 24/7 operations), while expanding support to crisis planning, response and after-action review activities.
 - 3.2.5.2. The contractor shall provide civil-military operations DMHA planning



support for Geographic Combatant Command, service component, Sub-Unified Command and Joint Task Force levels.

- 3.2.5.3. The contractor shall provide DMHA planning across the full range of humanitarian emergencies, from natural hazards to manmade disasters to include conflict.
 - 3.2.5.4. The contractor shall provide recommendations to government planning leads on the use of military forces in multilateral international disaster response operations.
 - 3.2.5.5. The contractor shall track lessons learned from actual response operations and share written inputs in an electronic format such as Microsoft Word, or PDF, for government approval to include in the After Action Review for response operations.
 - 3.2.5.6. The contractor shall provide DMHA expertise in support of CFE-DM steady-state Task Area requirements, as required, to ensure continuity of support to non-disaster affected stakeholders.
- 3.3 **Task Area 3: Training and Engagements (T&E) - Humanitarian Assistance and Disaster Relief (HADR) and Civil-Military Coordination Training and Facilitated Events.** The contractor shall provide humanitarian civil-military coordination, humanitarian assistance, and disaster relief (HADR) subject matter expertise to U.S Military and international partners.
- 3.3.1. The contractor shall conduct research to identify US joint force, allies, partners, and other military and civilian organizations' training needs. The contractor shall analyze these needs to ensure that they are consistent with the USINDOPACOM Theater Campaign Plan objectives and OSD-Policy guidance to the US joint force. The contractor shall develop and submit for government approval 10 to 15 engagement concepts, five (5) to 10 project proposals, and five (5) to 10 course curricula to meet the identified gaps. The contractor shall submit the proposed requirements in an electronic Microsoft Word document at the beginning and middle of each fiscal year. In each instance, the Government will provide a geographic location and thematic focus. If a standardized format is required for use, the Government will provide the format to the contractor.
 - 3.3.2. The contractor shall schedule and instruct up to 12 resident Humanitarian Assistance Response Training (HART) training courses per contract year. Most

course material has been finalized and the contractor shall be responsible only for periodic content updates. The conflict-based courses are currently in a pilot program. The contractor shall be responsible for developing conflict-based course modules in the base year and option years as required. The Government will provide the contractor the course module template for use. The locations for the training shall be the following: two (2) Honolulu, HI one (1) Ft. Bragg, NC (1) Monterrey, CA two (2) Okinawa, Japan one (1) Miami, FL one (1) Singapore, one (1) Stuttgart, Germany one (1) Guam, one (1) Seoul, Republic of Korea and one (1) Amman, Jordan. Course size will range from 25 - 55 participants and will be up to five (5) calendar days long. The contractor shall provide instruction, and administrative services (see Task Area 4). The venue and all costs for participant travel for these events is the responsibility of the US Government.

- 3.3.2.1. The contractor shall update one (1) to two (2) course design documents, 20 to 25 power-point presentations, 20 to 25 instructor and participant handbooks, four (4) to five (5) pre- and post-tests, 10 to 12 practical application exercises, one (1) information sheet per course, one (1) course brochure per course, and the HART course catalog. The contractor shall complete all updates 60 calendar days prior to each HART delivery.
- 3.3.2.2. The contractor shall draft and provide an AAR to the government within 10 business days of completing HART training.
- 3.3.3. Annually, the contractor shall review the HART online course content to ensure alignment with the resident HART course and provide recommended revisions to the Government Training & Engagements Branch Chief for approval. The contractor shall update the HART online course with the Government-approved revisions.
- 3.3.4. The contractor shall develop the course curriculum and facilitate the execution of two (2) public health emergency courses annually, one (1) course in Hawaii and the other course in Fiji or an Asia Pacific country. The Government will provide course templates, the course curriculum, and the course framework for contractor use. The contractor shall integrate the external subject matter expert's presentations and material. The courses shall be a maximum of 10 workdays each. The content of the courses shall consist of an international environment involving natural hazards disasters and complex humanitarian emergencies in which civil-military coordination would be required. The curriculum shall include course objectives and milestones which shall be provided to the government for review and approval 30 working days prior to the start of each event.

- 3.3.4.1. The contractor shall draft and provide an AAR to the government that documents the outcomes of the course and lessons learned within 10 business days of course completion.
- 3.3.5. The contractor shall plan, conduct, and present four (4) United Nations Humanitarian Civil-Military Coordination (UN-CMCOORD) courses in collaboration with the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA). The course content is developed by the UN and the contractor shall only be responsible for delivery of material. Regional courses will be held annually in Asia-Pacific, Middle East, Europe, and Africa. Each course is five and a half days long.
 - 3.3.5.1. The contractor shall communicate with the UN-CMCOORD Course management team to identify the modules the contractor shall deliver for each course.
 - 3.3.5.2. The contractor shall draft and provide an AAR to the government within 10 business days of course completion.
- 3.3.6. The contractor shall schedule, develop, and present up to ten (10) workshops or senior leader seminars per contract year. Locations will include one (1) in Europe, four (4) in Southeast or Northeast Asia, one (1) in Central Asia, one (1) in Middle East, and two (2) in the continental United States. The events will require five (5) days to conduct. Event focus shall be on civil military and interagency coordination for humanitarian response.
 - 3.3.6.1. The contractor shall prepare workshop and seminar materials to include three (3) to five (5) audiovisual presentations. The contractor shall use the CFE-M pre-approved repository of material. Access to the material will be provide by the Government. The contractor shall submit presentations to the Government for approval no later than 30 days prior to each event.
 - 3.3.6.2. Prior to each workshop and seminar, the contractor shall develop modules and design working group sessions tailored to specific audiences of an estimated 40 personnel. The length of the events ranges from a single, one (1) day workshop or seminar to a full-length workshops or seminars lasting up to five (5) days. The contractor shall use the CFE-DM pre-approved repository of material. Access to the material will be provide by the Government. The contractor shall submit presentations to the Government for approval no later than 30 days prior to each event.

- 3.3.6.3. The contractor shall integrate senior leader speakers to contribute experience and provide an opportunity for participants to interact and question experienced senior leaders who have met challenges associated with humanitarian responses. The contractor shall recommend up to two (2) senior leader representatives for Government approval. Senior leaders are usually defined as General or Flag officers.
- 3.3.6.4. The contractor shall draft and provide an AAR to the government within 10 business days of workshop or seminar completion.
- 3.3.7. The contractor shall plan and execute up to two (2) international field research events per year for the purpose of developing course content to support the existing conflict training courses. These events shall be conducted in Asia and the Middle East for up to 14 days per event. Events may range from meetings to structured interviews to organized workshops.
 - 3.3.7.1. The contractor shall conduct research and analysis using qualitative and quantitative data from primary and secondary sources to produce summary reports that provide lessons learned, best practices, current trends, and emerging capabilities and constraints related to humanitarian access. These reports shall be delivered for government review and approval in the form of written reports, slide presentations, infographics, and mapping 30 days after the conclusion of each event.
 - 3.3.7.2. The contractor shall draft and provide an AAR to the government within ten (10) business days of completion of each event.
- 3.3.8. The contractor shall attend and participate in up to five (5) CFE-DM approved international or local conferences for USINDOPACOM or supported organizations. The Government will determine the conferences requiring contractor attendance.
 - 3.3.8.1. The contractor shall draft an event synopsis and presentation materials and submit to the Government for approval 30 days in advance of each activity.
 - 3.3.8.2. The contractor shall deliver presentations and serve as a panel speaker or moderator in their area of expertise during DMHA discussion sessions.
 - 3.3.8.3. The contractor shall draft and provide an AAR to the Government within 10 business days of completion of each conference.

- 3.3.9. Security Cooperation Exercise Support- The contractor shall plan, coordinate, and execute up to 12 USINDOPACOM or allied and partner sponsored exercises during a 12-month (calendar) period. The primary focus of these exercises will be HADR capacity building. These exercises are created and initiated by USINDOPACOM, component commands, or international partners. The contractor shall receive guidance from the exercise planner and shall plan and execute specified components of the exercise. The exercises will range from three (3) to 14 calendar days per Government scheduling, and may also require up to three (3) planning conferences (initial, mid, and final) prior to each exercise. Each of these planning conferences may be up to five (5) days long.
 - 3.3.9.1. The contractor shall participate in the initial, mid, and final planning conferences with the government lead for each exercise.
 - 3.3.9.2. The contractor shall draft and provide an AAR to the Government within 10 business days of exercise completion.
 - 3.3.9.3. On a weekly basis, the contractor shall attend formal and informal planning conferences and submit for Government approval a progress report with recommendations for key components of the exercise.
- 3.3.10. Security Cooperation - The contractor shall plan and execute up to three (3) HADR Security Cooperation workshops per year. The events will be held in countries within the USINDOPACOM AOR. The Government will provide the area of focus for each workshop.
 - 3.3.10.1. The contractor shall develop presentation materials and facilitate working groups for up to 40 participants from international organizations and centers. The workshops are intended to build regional disaster response coordination capability among member states.
 - 3.3.10.2. The contractor shall develop instruction for international organizations and US interagency partners on how to utilize Standard Operating Procedures (SOP) to manage foreign assistance to improve a whole of government (e.g., interagency, military, international humanitarian community, and private sectors) response to humanitarian crises.



3.3.10.3. The contractor shall submit a workshop summary and workshop materials to the Government for approval 30 days prior to the start of each event.

3.3.10.4. The contractor shall draft and provide an AAR to the government within 10 business days of workshop completion.

3.3.11. Contingency Services

3.3.11.1. HART Course - The contractor shall produce a blended virtual/online/resident HART Course by the end of the base period. The course content shall include both natural hazards and complex humanitarian emergencies scenarios. The course shall be compatible with industry Learning Management Systems (LMS) (procured separately from this contract) as Blackboard, or Joint Knowledge Online's Virtual Classroom (VClass) to include pre/post tests and course critique questionnaires. The course design shall include options for online training as a prerequisite to resident courses, and for combined facilitated and non -facilitated virtual training deliveries. The contractor shall draft and provide an AAR to the government within 10 business days of completing HART training.

3.3.11.2. International case study engagements - The contractor shall plan and execute up to four (4) additional international engagements, which consist of informal meetings, structured interviews, and workshops each option year for the purpose of developing case studies and related analysis to support training development. These engagements will be conducted in Africa, Central Asia, Oceania, and Latin America. The contractor shall perform the following:

3.3.11.2.1. As part of each engagement, the contractor shall organize and conduct interviews with key stakeholders to document understanding the evolution of specific crises, identify lessons learned, formulate best practices, and analyze current trends, operational dynamics, and emerging capabilities related to humanitarian access.

3.3.11.2.2. The contractor shall develop quantitative and qualitative analysis using open-source data on past, current, and future operations. The contractor shall identify trends in humanitarian needs, access, and civilian displacement in these scenarios. The contractor shall use this analysis to create unclassified case studies. The contractor shall create mapping and infographics related to thematic knowledge in

humanitarian aid assistance and emergency response such as food security, health, coordination, stabilization, disaster risk reduction, humanitarian mine action, security, and climate change. When the nature of the analysis or compilation of data or information necessitates it, these case studies will become classified. Classified case studies will be disseminated on SIPR platforms and copies maintained in designated electronic and physical storage for classified materials.

3.3.11.2.3. The contractor shall prepare a report within fifteen (15) days of each of these engagements. The report shall contain analysis based on humanitarian case studies used to train and inform operational decision-making of military planners.

3.3.11.2.4. The contractor shall draft and provide an After-Action Report (AAR) to the government within ten (10) business days of completing each engagement.

3.3.12.3. Joint Task Force (JTF) Handbook – The contractor shall develop a JTF Commander’s Handbook for Humanitarian Considerations in Complex Emergencies that is consistent with joint operational doctrine. The JTF Handbook shall be completed by the end of the base period June 30, 2022. The government will notify the contractor thirty (30) days in advance of exercising the option. Due to INDOPACOM processes, if additional funds are approved, it has historically been in the fourth quarter.

3.3.12.3.1. The contractor shall research historical case studies, after action reports from military and civilian organizations from operations in complex humanitarian contingencies, and joint and other publications to determine a handbook outline and scope. The contractor shall provide a final outline to the government by the end of the base period of the contract.

3.3.12.3.2. The contractor shall provide a weekly summary report or verbal update on the progress of the JTF Handbook to the government for the length of the project.

3.3.12.3.3. The contractor shall conduct virtual or face-to-face discussions of handbook content quarterly with government stakeholders and representative from international militaries and humanitarian organizations to ensure multi-stakeholder input to the product.

3.4. Task Area 4: Mission Support

- 3.4.1. Information Technology (IT) services: On a daily basis, the contractor shall provide expertise and services to CFE-DM on technical IT administrative requirements. The contractor shall identify IT-related issues and make recommendations to the Government to ensure optimal functionality and connectivity for CFE-DM within the existing USINDOPACOM-provided All Partners Access Network (APAN), SharePoint and Navy-Marine Corps Internet (NMCI), including Secure Internet Protocol Router Network (NIPRNET) and SECRET Internet Protocol Router Network (SIPRNET) IT solutions.
- 3.4.1.1. On a daily basis, the contractor shall submit new user account activations to NMCI and/or APAN help desk. The contractor shall troubleshoot to the extent allowed by the existing systems and in accordance with DOD and USINDOPACOM guidance. The contractor shall submit workstation service requests when required to NMCI and APAN. Historically, 5 to 10 new user account activation requests are required annually. Historically, 2 to 3 troubleshooting requests occur daily. Historically, 2 to 3 service requests occur daily.
- 3.4.1.2. The contractor shall provide technical expertise and recommendations on established (IT) services to CFE-DM for use during real-world crisis response activities and events, such as disaster relief operations when CFE-DM personnel are deployed to remote locations. The contractor shall ensure connectivity to existing collaboration portals in compliance with established APAN internet sites, NMCI services, or other environments. Historically, IT support services for deployed personnel are required one to two times per year.
- 3.4.1.3. Daily, the contractor shall ensure continuity of the collaborative environments that support cooperative engagement activities, multinational events, and CFE-DM initiatives. These platforms include SharePoint, Microsoft Teams, Blackboard, Adobe Connect, Skype, and video teleconferences (VTC).
- 3.4.1.4. During events, the contractor shall set up IT systems (APAN or NMCI) and launch presentations to include PowerPoint, word documents, Microsoft TEAMS presentations, and virtual presentations. The contractor shall establish connectivity before the event and investigate all connection disruptions during the event.

- 3.4.2. Website support: On a daily basis, the contractor shall monitor and manage the CFE-DM website hosted and maintained by APAN. The contractor shall submit recommended updates to the Government lead. The contractor shall perform all updates approved by the Government lead.
 - 3.4.2.1. Monthly, the contractor shall recommend content management solutions using tools for design, refresh, and layout based on pre-established guidelines and CFE-DM branding requirements. The contractor shall submit recommendations to the Government lead in the electronic format specified. The contractor shall perform all updates approved by the Government lead.
 - 3.4.2.2. Annually, the contractor shall recommend updates to the organization's website to ensure alignment with social media platforms. The contractor shall submit recommendations to the Government lead in the electronic format specified. The contractor shall perform all updates approved by the Government lead. Historically, this update has occurred on a March through April timeframe.
 - 3.4.2.3. Monthly, the contractor shall submit website use analytics and current industry trends to the Government lead in the electronic format specified. The purpose of this task is to ensure effective marketing and to ensure that the correct target audience of the Center is reached.
- 3.4.3. Computer Graphics support: Daily, the contractor shall provide computer graphics development services to design and produce CFE-DM promotional materials, develop graphics for engagements and training, provide photographic and layout services for CFE-DM reports and country books. The contractor shall provide computer graphics editing and formatting expertise for the production of the CFE-DM Liaison journal.
- 3.4.4. Daily, the contractor shall provide Knowledge Management (KM) for content on information for CFE-DM systems currently in use. KM is the process of creating, sharing, using, and managing the knowledge and information within the organization. The intent of the government is to use KM to develop and improve mission control, efficiency, and effectiveness. These tasks are described in the following:
 - 3.4.4.1. The contractor shall administer KM information flow and processes within the organization using available systems to facilitate information flow internally and externally.

- 3.4.4.2. Daily, the contractor shall identify potential legal or financial implications that could occur through the use of intellectual, structural, or customer capital, that is understood, contained, or generated in the execution of any KM task. The contractor shall submit any findings to the Government lead in the electronic format specified.
- 3.4.4.3. Quarterly, the contractor shall access Intelink to ensure account status. The contractor shall upload any documents specified by the Government lead to Intelink.
- 3.4.4.4. Monthly, the contractor shall download analytic performance reports from Knowledge Management and submit to the Government lead in the electronic format specified.
- 3.4.5. **Administrative Services-** Daily, the contractor shall provide administrative services to support the Center's programs. These programs include front office administration, security, supply, records management, correspondence, travel, communications by phone and e-mail, and venue support.
 - 3.4.5.1. Daily, the contractor shall maintain, track, and update staffing matrices and the Center's project and administrative filing system.
 - 3.4.5.2. Daily, the contractor shall create, maintain, file, organize, and retrieve data in support of the Center's front office.
 - 3.4.5.3. Daily, the contractor shall provide administrative support to education and training activities that will include printing copies of handouts and surveys, guiding participants to break areas and back to venue timely, taking attendance for the duration of the event, and providing AAR document development support to the event lead.
 - 3.4.5.4. The contractor shall provide Travel Coordination support through the Defense Travel System. The contractor shall be designated as Non-DTS Entry Agent (NDEA) and shall utilize DTS to prepare travel authorizations and associated settlement vouchers (up to 10 per month) in accordance with Joint Travel Regulations for CFE-DM.



3.4.5.5. The contractor shall relay issues such as insufficient credit balance and payment delinquencies to the Government Travel Card Program Manager when preparing authorizations and associated settlement vouchers.

3.4.5.6. The contractor shall notify travelers of their required Area of Responsibility training, in accordance with USINDOPACOM Travel Guidance and Foreign Clearance Guide.

4.0. **ADDITIONAL REQUIREMENTS**

4.1. Travel

4.1.1. The Contractor may be required to travel periodically to accomplish the work as described in this PWS. Contractor will be given fourteen (14) days' notice by the Contracting Officer Representative (COR) to make suitable travel arrangements. Travel shall be approved by the COR in advance of departure.

4.1.2. Contractor shall ensure passport and visa requirements are met in advance of all foreign travel. Travel costs for air travel, lodging, and incidental expenses shall be reimbursed by the Government if they are allowable and in accordance with the Federal Acquisition Regulations (FAR), Dept. of Defense Federal Acquisition Regulations Supplement (DFARS), Joint Travel Regulations (JTR) and other applicable laws. The number of trips is subject to mission needs and the availability of funds.

4.1.3. Contractors performing work for the Center shall reference The Electronic Foreign Clearance Guide (FCG) for obtaining Country travel clearances. The DoD FCG applies to DoD personnel to include contractors traveling under DoD sponsorship. The contractor shall ensure that that traveler has all required travel pre-requisites such as anti-terrorism training; has received information about special concerns through travel advisories, threat briefings, etc., and has submitted all information to the government and the country required for determination of travel approval/disapproval as established, and outlined in the FCG.

4.1.4. The following travel is anticipated for this PWS annually:

Trip	Origin	Destination	Trips	Working Days	People
------	--------	-------------	-------	--------------	--------

1	Contractor Site	Honolulu, HI	3	5	3
2	Honolulu, HI	Manila, Philippines	2	6	2
3	Honolulu, HI	Jakarta, Indonesia	5	5	1
4	Honolulu, HI	Bangkok, Thailand	5	5	2
5	Honolulu, HI	Brisbane Australia	1	5	1
6	Honolulu, HI	Hanoi, Vietnam	3	6	1
7	Honolulu, HI	New Delhi, India	2	45	2
8	Honolulu, HI	Phnom Penh, Cambodia	1	6	2
9	Honolulu, HI	Vientiane, Laos	1	6	1
10	Honolulu, HI	Okinawa, Japan	2	4	1
11	Honolulu, HI	Katmandu, Nepal	2	3	1
12	Honolulu, HI	Dhaka, Bangladesh	3	3	1
13	Honolulu, HI	Kuala Lumpur, Malaysia	2	6	1
14	Honolulu, HI	Miami, Florida	2	10	1
15	Honolulu, HI	Guam	1	5	2
16	Honolulu, HI	Washington, DC	3	5	4
17	Honolulu, HI	Tampa, Florida	2	10	4
18	Honolulu, HI	San Diego, CA	2	5	4
19	Honolulu, HI	Honolulu, HI	1	5	3
20	Honolulu, HI	Seoul, Korea	2	5	2
21	Honolulu, HI	Nadir, Fiji	1	5	1
22	Honolulu, HI	Okinawa, Japan	2	5	3
23	Honolulu, HI	Amman, Jordan	2	5	2
24	Honolulu, HI	Geneva, Switzerland	3	3	1
25	Honolulu, HI	Suva, Fiji	3	3	2
26	Honolulu, HI	Nadi, Fiji	1	14	3
27	Honolulu, HI	Beijing, China	2	5	1

4.2. Contractor Quality Control Plan (QCP) and Quality Assurance Surveillance Plan (QASP)



- 4.2.1. The contractor shall develop and maintain an effective quality control program to ensure services are satisfactorily performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of marginal or unsatisfactory services as defined in the attached Government's Quality Assurance Surveillance Plan (QASP).
- 4.2.2. The contractor's quality control program is the means by which the contractor assures itself that its work complies with the requirement of the contract.
- 4.2.3. The contractor's Quality Control Plan (QCP) shall be provided within thirty (30) calendar days after contract award to the Contracting Officer's Representative (COR). The contractor shall provide changes to the Contractor's QCP within seven (7) calendar days once it is determined by the Contractor that a change is required.
- 4.2.4. The government shall evaluate the contractor's performance under this contract in accordance with the attached Quality Assurance Surveillance Plan (QASP).
- 4.2.5. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

4.3 Enterprise-Wide Contractor Manpower Reporting Application (ECMRA)

- 4.3.1. Contractor shall report ALL Contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for USINDOPACOM via a secure data collection site. Contracted services excluded from reporting are based on Product Service Codes (PSCs). The excluded PSCs are:
 - (1) W, Lease/Rental of Equipment;
 - (2) X, Lease/Rental of Facilities;
 - (3) Y, Construction of Structures and Facilities;
 - (4) D, Automatic Data Processing and Telecommunications, IT and Telecom-Telecommunications Transmissions (D3024) and Internet (D322) ONLY;
 - (5) S, Utilities ONLY;



(6) V, Freight and Shipping ONLY

4.3.2. The Contractor is required to completely fill in all required data fields using the following web address <https://www.ecmra.mil>.

4.3.3. Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://www.ecmra.mil>.

4.4. Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, IT Systems or Protected Health Information

4.4.1. Background

4.4.1.1. Executive Order 13467, Reforming Processes Related to Suitability for Government Employee, Fitness for Contractor Employees and Eligibility for Access to Classified National Security Information, Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The 5 CFR 32 Part 157 in concert with DoD Manual 1000.13, Vol 1, implements the Federal Standards.

4.4.2. Applicability

4.4.2.1. This text applies to all DoD sponsored individuals who require CAC eligibility (or login and P/W if acceptable per contract) for: Physical access to DoD facilities or non-DoD facilities on behalf of DoD; Logical access to information systems (whether on site or remotely); or remote access to DoD networks that use only the CAC logon for user authentication, or access to sensitive and protected information. This applies to the Office of the Secretary of Defense (OSD), the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the DoD, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD (hereinafter referred to collectively as the "DoD Components").

4.4.2.2. Each contractor employee providing services at a Navy command under this contract is required to obtain a DoD CAC. Additionally, depending on the level of computer/network access, the contract employee will require a successful investigation as detailed below.

4.4.3. Access to Federal Facilities



- 4.4.3.1. Per HSPD-12 and implementing guidance, all contractor employees working at a federally controlled base, facility or activity under this clause will require a DoD CAC. When access to a base, facility or activity is required contractor employees shall in-process with the Command's Security Manager (CSM) upon arrival to the command and shall out-process prior to their departure at the completion of the individual's performance under the contract.

4.4.4. Start-Up Period

- 4.4.4.1. All contractor resource onboarding documents must be submitted via the prime contractor. The prime contractor shall make all necessary preparations to assume full responsibility for productive performance as of the performance start date.
- 4.4.4.2. Definition of "productive":
 - (1) Visit Authorization Request (VAR)
 - (2) Contractor Information Sheet (CIS)
 - (3) Completed Electronic Investigation (EQIP)
 - (4) All contractor resource(s) must have an active Joint Personnel Adjudication System (JPAS) profile
 - (5) CAC
- 4.4.4.3. Note (1): Invoicing by the contractor will begin as of the commencement of the performance period of services and no reimbursement will be paid by the government for efforts expended during the start-up period.
- 4.4.4.4. Note (2): Foreign Nationals are not allowed access to the functional/system side of Enterprise Resource Planning (ERP).

4.4.5. Access to Department of Defense Information Technology (IT) System

- 4.4.5.1. In Accordance With (IAW) Secretary of the Navy (SECNAV) M-5510.30, contractor employees who require access to Department of the Navy (DoN) or DoD networks are categorized as IT-I, IT-II, or IT-III. The 4.4.5. IT-II level, defined in detail in SECNAV M-5510.30, includes positions which require access to sensitive information. Sensitive information includes information protected under the Privacy Act, to include PHI. All contractor employees under this contract who require access to Privacy Act protected information are therefore categorized no lower than IT-II. IT Levels are determined by the requiring activity's Command Information System Security Manager (ISSM)/Information Assurance Manager (IAM).

- 4.4.5.2. Contractor employees requiring privileged or IT-I level access, (when specified by the terms of the contract) require a Single Scope Background Investigation (SSBI) or T5 or T5R equivalent investigation, which is a higher-level investigation than the National Agency Check (NAC) with Law and Credit (NACLC)/T3/T3R described below. Due to the privileged system access, an investigation suitable for High Risk national security positions is required. Individuals who have access to system control, monitoring, or administration functions (e.g., system administrator, database administrator) require training and certification to Information Assurance (IA) Technical Level 1, and must be trained and certified on the Operating System (OS) or Computing Environment (CE) they are required to maintain.
- 4.4.5.3. Access to sensitive IT systems is contingent upon a favorably adjudicated background investigation. When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy CSM and ISSM/IAM manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy IT resources. The decision to authorize access to a government IT system/network is inherently governmental. The contractor supervisor is not authorized to sign the SAAR-N; therefore, the government employee with knowledge of the system/network access required or the Contracting Officers Representative (COR) shall sign the SAAR-N as the supervisor.
- 4.4.5.4. The SAAR-N shall be forwarded to the CSM at least thirty (30) days prior to the individual's start date. Failure to provide the required documentation at least thirty (30) days prior to the individual's start date may result in delaying the individual's start date.
- 4.4.5.5. When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Cyber Awareness training, and maintain a current requisite background investigation. The contractor's security representative shall contact the CSM for guidance when reinvestigations are required.

4.4.6. Interim Access

- 4.4.6.1. The CSM may authorize issuance of a DoD CAC and interim access to a DoN or DoD unclassified computer/network upon a favorable review of the investigative questionnaire and advance favorable fingerprint results. When the results of the investigation are received and a favorable determination is not made, the contractor employee working on the contract under interim



access will be denied access to the computer network and this denial will not relieve the contractor of his/her responsibility to perform.

4.4.7. Denial or Termination of Access

- 4.4.7.1. The potential consequences of any requirement under this clause including denial or termination of physical or system access in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have unclassified access to a federally controlled facility, federally-controlled information system/network and/or to government information, meaning information not authorized for public release.

4.4.8. Contractor's Security Representative

- 4.4.8.1. The contractor shall designate an employee to serve as the contractor's security representative. Within three (3) workdays after contract award, the contractor shall provide to the requiring activity's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the contractor's security representative. The contractor's security representative shall be the primary point of contact on any security matter. The contractor's security representative shall not be replaced or removed without prior notice to the Contracting Officer and CSM.
 - 4.4.8.2. The contractor shall be responsible for monitoring and tracking badging for all personnel. Contractor must submit a monthly report of personnel issued badges to include name, title, date of issuance, and active/nonactive status. Monthly badging status reports must be submitted to the Contracting Officer Representative and the Contracting Officer.
- #### 4.4.9. Background Investigation Requirements and Security Approval Process for Contractors Assigned to National Security Positions or Performing Sensitive Duties
- 4.4.9.1. Navy security policy requires that all positions be given a sensitivity value based on level of risk factors to ensure appropriate protective measures are applied. Contractor employees under this contract are recognized as Non-Critical Sensitive [ADP/IT-II] positions when the contract scope of work require physical access to a federally controlled base, facility or activity and/or requiring access to a DoD computer/network, to perform unclassified sensitive duties. This designation is also applied to contractor employees who access Privacy Act and PHI, provide support associated with fiduciary duties, or perform duties that have been identified as National Security Positions. At a minimum, each contractor employee must be a US citizen and have a favorably completed NACLC or T3 or T3R equivalent investigation to obtain a favorable determination for assignment to a non-

critical sensitive or IT-II position. The investigation consists of a standard NAC and FBI fingerprint check plus law enforcement checks and credit check. Each contractor employee filling a non-critical sensitive or IT-II position is required to complete:

- SF-86 Questionnaire for National Security Positions (or equivalent Office of Personnel Management (OPM) investigative product)
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

- 4.4.9.2. Failure to provide the required documentation at least thirty (30) days prior to the individual's start date shall result in delaying the individual's start date. Background investigations shall be reinitiated as required to ensure investigations remain current (not older than ten (10) years) throughout the contract performance period. The contractor's security representative shall contact the CSM for guidance when reinvestigations are required.
- 4.4.9.3. Regardless of their duties or IT access requirements ALL contractor employees shall in-process with the CSM upon arrival to the command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Employees requiring IT access shall also check-in and check-out with the Navy command's ISSM/IAM. Completion and approval of a SAAR-N form is required for all individuals accessing Navy IT resources. The SAAR-N shall be forwarded to the Navy CSM at least thirty (30) days prior to the individual's start date. Failure to provide the required documentation at least thirty (30) days prior to the individual's start date shall result in delaying the individual's start date.
- 4.4.9.4. The contractor shall ensure that each contract employee requiring access to IT systems or networks complete annual Cyber Awareness training, and maintain a current requisite background investigation. Contractor employees shall accurately complete the required investigative forms prior to submission to the CSM. The CSM will review the submitted documentation for completeness prior to submitting it to the OPM; Potential suitability or security issues identified may render the contractor employee ineligible for the assignment. An unfavorable determination is final (subject to SF-86 appeal procedures) and such a determination does not relieve the contractor from meeting any contractual obligation under the contract. The CSM will forward the required 4.4.9 forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DoD Central Adjudication Facility (CAF) for a determination.
- 4.4.9.5. If the contractor employee already possesses a current favorably adjudicated investigation, the contractor shall submit a VAR via the JPAS or a hard copy VAR directly from the contractor's security



representative. Although the contractor will take JPAS owning role over the contractor employee, the Navy command will take JPAS "Servicing" role over the contractor employee during the hiring process and for the duration of assignment under that contract. The contractor shall include the IT position category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under

5. CONTRACTOR PERSONNEL

- 5.1. Contractor personnel performing services shall be required to comply with USINDOPACOM and installation rules and regulations applicable to conduct, safety, security, and procedures governing site entry and exit.
- 5.2. Contractor personnel shall clearly identify themselves as a Contractor on their e-mail, signature block, voice mail, business card, and a unique and readily distinguishable identification badge.

6. PERIOD OF PERFORMANCE

- 6.1. The Period of Performance (POP) shall be for a twelve (12) month base period and four (4) twelve (12) month option periods.

Base Period: July 1, 2021 through June 30, 2022

Option Period 1: July 1, 2022 through June 30, 2023

Option Period 2: July 1, 2023 through June 30, 2024

Option Period 3: July 1, 2024 through June 30, 2025

Option Period 4: July 1, 2025 through June 30, 2026

7. PLACE OF PERFORMANCE AND NORMAL HOURS OF OPERATION

- 7.1. The principal place of performance will be at the Center for Excellence (CFE-DM) in Disaster Management and Humanitarian Assistance located at 456 Hornet Avenue, Joint Base Pearl Harbor–Hickam (JBPHH), HI 96860 and at the travel locations listed in paragraph 4.1.4. table. The contractor shall perform work on-site at government locations and at official travel locations. Contractor personnel working on-site at a government location/installation shall be provided with a desktop or laptop, a workspace, network access, and building badges/accesses to enter government



facilities. It is estimated that contractor personnel shall be working at government locations 90% of the time and at travel locations for 10% of time. When directed by the US government, contractors shall work at designated alternate work locations to include, but not limited to Bangkok, Jakarta, or Dhaka where they would work CFE-DM capacity building, response planning and or response support with partner organizations.

- 7.2. Normal business workday consists of the hours between the hours of 0700-1700, Monday through Friday, except for federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings.
- 7.3. Recognized Holidays: If the Federal holiday fall on a Saturday, the holiday is observed in the preceding Friday. If the Federal holiday falls on a Sunday, the holiday is observed on the following Monday. Contractor personnel are not required to perform services on the following recognized holidays:
- New Year's Day (1st of January)
 - Dr. Martin Luther King's Birthday (3rd Monday in January)
 - President's Day (3rd Monday in February)
 - Memorial Day (5th Monday in May)
 - Independence Day (4th of July)
 - Labor Day (1st Monday in September)
 - Columbus Day (2nd Monday in October)
 - Veteran's Day (11th of November)
 - Thanksgiving Day (4th Thursday in November)
 - Christmas Day (25th of December)

8. CONTRACTOR QUALIFICATIONS

- 8.1. The Contractor shall possess demonstrated capability to interact, verbally and in writing, with senior military leaders, as well as private industry, academia, and commercial sector organizations at the senior executive level.
- 8.2. The Contractor shall have a familiarity and background working with non-governmental organizations and developing public-private partnerships.
- 8.3. The Contractor shall furnish sufficient personnel to perform work as specified within this contract.



- 8.4. **Task Area 1: Applied Research and Information Sharing.** The contractor must have the expertise and the capability to provide the following
- 8.4.1. Providing decision support and program support products including information products on humanitarian emergencies and response activities.
 - 8.4.2. Experience in working with academic institutions to assist in the development of original and academic research on international disaster management and foreign humanitarian assistance projects.
 - 8.4.3. Engaging with U.S. and international organizations to enhance existing information exchanges and products, and to improving information dissemination.
 - 8.4.4. Development of collaborative plans to include data management and information sharing in support of HADR.
 - 8.4.5. Managing complex research projects and studies that promote civil-military cooperation during humanitarian and disaster response missions and training.
 - 8.4.6. Applying specialized study findings, new analytical developments, and modified processes to assist in identifying trends or problems that affect broad disaster management and humanitarian assistance program operations.
- 8.5. **Task Area 2: Plans and Programs.** The contractor must have the expertise and the capability to provide the following under this major requirement:
- 8.5.1. Conducting DOD Strategic and Operational Level DMHA planning with Subject Matter Expert (SME) experience at the Combatant Command level, particularly within the USINDOPACOM AOR.
 - 8.5.2. DMHA and DOD Humanitarian Assistance Programs Subject Matter Expertise.
- 8.6. **Task Area 3: Training and Engagements.** The contractor must have the expertise and the capability to provide the following under this major requirement:
- 8.6.1. Conducting and supporting humanitarian assistance and civil-military coordination in natural disasters and/or complex emergencies.
 - 8.6.2. Expertise working for or with civilian humanitarian organizations such as United Nations agencies, non-governmental organizations, or Red Cross and Red Crescent Movement and regional organizations field response operations or at the headquarters level.



- 8.6.3. Development and facilitation of training courses and engagements focused on US and foreign military interagency representatives and international governmental and non-governmental organizations in the DMHA field.
- 8.6.4. Facilitating workshops based on small group discussions.
- 8.6.5. Planning and executing security cooperation exercises.
- 8.6.6. Providing conflict analysis in support of humanitarian access and security.
- 8.6.7. Developing anticipatory analysis and forecasting future scenarios focused on humanitarian needs or assistance requirements in complex emergencies.
- 8.6.8. Conducting humanitarian data mapping and developing infographics for presentation purposes.
- 8.7. **Task Area 4: Mission Support.** The contractor must have the expertise and the capability to provide the following under this major requirement:
 - 8.7.1. Mission Support
 - 8.7.2. Information Technology Subject Matter Expertise
 - 8.7.3. Graphics Design
 - 8.7.4. Knowledge Management support, promoting collaboration on lessons learned and best practices in the public and private sectors
 - 8.7.5. Event Support/ travel coordination.
 - 8.7.6. Event support coordination (H.E.L.P., HHAE, and HART)
- 8.8. Information Assurance (IA) Workforce. The following IA workforce categories, levels, training, and certifications are required for contractor personnel under this PWS:
 - 8.8.1. The contractor shall provide IT expertise that includes Information Assurance level II certification, Certified Information System Security Professional (CISSP) and have the level of experience or complete the required OS courses to obtain certifications.

- 8.8.2. The contractor shall ensure that personnel accessing information systems have the proper and current IA certification to perform IA functions identified in the technical requirements section of this PWS in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The contractor shall meet applicable information assurance certification requirements, including (a) DoD-approved IA workforce certifications appropriate for each specified category and level and (b) appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M. Contractor personnel who do not have proper and current certifications will be denied access to DoD information systems for the purpose of performing information assurance functions.
- 8.8.3. The contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions, reporting current IA certification status and compliance using Performance Standards and the Deliverable Schedule.

9. SECURITY Including Base Access, Access to DoD Systems, OPSEC

- 9.1. **Security** - The security requirement for the services will be up to and including Top Secret/SCI. The work performed by the contractor shall include access to unclassified and up to Top Secret/Sensitive Compartmented Information (SCI) data, information, and spaces. The contractor shall be required to provide individuals with security clearances at the appropriate classification levels, as specified in the contract. The contractor shall ensure compliance with United States Government (USG) classification guides for classified documents plans, programs, and projects Department of Defense Manual 5200.01 Volume 1-4. The contractor shall be required to attend briefings and meetings classified up to Top Secret/SCI. The contractor shall require access to the Secure Internet Protocol Router Network (SIPRNet).
- 9.1.1. Contractor personnel assigned to the contract who require access to SCI data and spaces must possess a current Single Scope Background Investigation (SSBI) with Intelligence Community Directive (ICD) 704 eligibility.
- 9.1.2. As required by National Industrial Security Program Operating Manual (NISPOM) Chapter 1, Section 3, contractors are required to report certain events that have an impact on: 1) the status of the facility clearance (FCL); 2) the status of an employee's personnel clearance (PCL); 3) the proper safeguarding of classified information; 4) or an indication that classified information has been lost or compromised. Contractors working under CFE-DM201810 contracts will ensure information pertaining to assigned contractor personnel are reported to the Contracting Officer Representative (COR)/Technical Point of Contact (TPOC), the Contracting Specialist, and the

Security's COR in addition to notifying appropriate agencies such as Cognizant Security Agency (CSA), Cognizant Security Office (CSO), or Department Of Defense Central Adjudication Facility (DODCAF) when that information relates to the denial, suspension, or revocation of a security clearance of any assigned personnel; any adverse information on an assigned employee's continued suitability for continued access to classified access; any instance of loss or compromise, or suspected loss or compromise, of classified information; actual, probable or possible espionage, sabotage, or subversive information; or any other circumstances of a security nature that would affect the contractor's operation while working under FLC contract.

- 9.1.3. Counterintelligence Awareness and Reporting (CIAR). Contractors are required to attend Counterintelligence (CI) training annually AND DoD contract personnel shall report potential foreign intelligence entities (FIE) threats to their organization's CI element or their supporting Military Department CI Organization (MDCO) IAW 5240.06. DoD personnel with access to: Critical program information shall notify their security personnel of all projected foreign travel in accordance with DoDI 5200.39 (Reference (r)). Personnel who travel to overseas locations shall receive foreign intelligence threat briefings and anti-terrorism briefings prior to their departure in addition to reporting foreign contacts to their respective security manager. Sensitive compartmented information shall meet their special security obligations, including advance foreign travel notification for official and unofficial travel and receipt of defensive travel briefings, in accordance with Director of Central Intelligence Directive 1/20P (Reference (s)). Special access program information shall notify their security personnel of all projected foreign travel. Such personnel shall receive foreign intelligence threat briefings and anti-terrorism briefings prior to overseas travel in accordance with the DoD Overprint to the National Industrial Security Program Operating Manual Supplement (Reference (t)).

9.2. Operations Security (OPSEC)

- 9.2.1. OPSEC is a five-step analytical process to identify critical information (CI), identify the threat to that CI and the related vulnerabilities and risks of exploitation to that CI and implementing countermeasures. OPSEC is used to identify, control, and protect unclassified and unclassified sensitive information associated with U.S. national security related programs and activities. All personnel working under the contract shall at some time handle, produce or process Critical Information or Critical Program Information (CPI), and therefore all contractor personnel shall practice OPSEC. OPSEC training is required initially within thirty (30) calendar days of assignment and annually thereafter. The contractor is required to maintain individual training records for compliance purposes. During this contract, in addition to those restrictions,



instructions and guidelines delineated in the contract Statement of Work, Contract Data Requirements contractor will adhere to the Performance Standards and Deliverable Schedule in support of the OPSEC Program:

- 9.2.2. All work is to be performed in accordance with DoD and Navy Operations Security (OPSEC) requirements and in accordance with the OPSEC attachment to the DD254. Practice OPSEC and implement countermeasures to protect CI and other sensitive unclassified information and execution of military operations performed or supported by the contractor in support of the mission. Protection of CI will include the adherence to and execution of countermeasures which the contractor initiates or as provided for CI on or related to the PWS.
- 9.2.3. Government issued badges, identification shall be removed and/or concealed from plain sight when off station and shall not be left in vehicles or unprotected. Badges and passes may not be duplicated or copied or loaned to others. Lost or stolen identification badges, vehicle passes etc., will be immediately reported to the security manager.
- 9.2.4. Security will be as prescribed in the DD 254 for this contract. Personnel shall require security clearances up to the Top Secret/SCI level to successfully accomplish the services identified within the PWS. The work performed by the contractor includes access to unclassified and up to Top Secret /SCI data, information, and spaces. The contractor is required to attend meetings classified up to the Top-Secret level/SCI. The contractor shall be required to access Confidential/SECRET COMSEC and SIPRNET at Government sites.
- 9.2.5. Introduction of personnel electronic devices into government spaces, laptops, tablet PCs, cellular phones, cameras, recording devices, and data recording/storage devices is STRICTLY controlled and forbidden in most cases. Company issued equipment required for the performance of work must be approved by the government Security Officer. Photography and recording are not allowed except for official use and by permit only.
- 9.2.6. Anti-Terrorism/Force Protection (AT/FP) briefings are required for all personnel (Military, DOD Civilian, and contractor) per OPNAVINST F3300.53C. Contractor employees shall receive the AT/FP briefing annually. The briefing is available at <https://atlevel1.dtic.mil/at/>, if experiencing problems accessing this website contact ssc_fortrav@navy.mil.
- 9.2.7. Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, IT Systems or Protected Health Information:

9.2.7.1. Homeland Security Presidential Directive (HSPD)-12 requires government agencies to develop and implement federal security standards for federal employees and contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 Department of Defense (DoD) Implementation of HSPD-12 dated November 26, 2008 (or its subsequent DoD Instruction (INST)) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives.

9.2.8. Applicability:

9.2.8.1. This text applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a Department of the Navy (DoN) or DoD computer/network/system to perform certain unclassified sensitive duties. This clause also applies to contractor employees who access Privacy Act and Protected Health Information (PHI), provide support associated with fiduciary duties, or perform duties that have been identified as National Security Position, as advised by the command security manager. It is the responsibility of the responsible security officer of the command/facility where the work is performed to ensure compliance.

9.2.8.2. Each contractor employee providing services at a Navy command under this contract is required to obtain a DoD Common Access Card (CAC). Additionally, depending on the level of computer/network access, the contract employee will require a successful investigation as detailed below.

9.2.9. Access to Federal Facilities:

9.2.9.1. Per HSPD-12 and implementing guidance, all contractor employees working at a federally controlled base, facility or activity under this clause will require a DoD CAC. When access to a base, facility or activity is required, contractor employees shall in-process with the Command's Security Manager (CSM) upon arrival to the command and shall out-process with the CSM prior to their departure at the completion of the individual's performance under the contract.



10. INCIDENTAL GOVERNMENT FURNISHED ITEMS & SERVICES

- 10.1. Facilities: Contractor shall be co-located with Government personnel. Office space shall be provided at Camp Smith, Aiea, Hawaii. Contractor shall be responsible for keeping the surrounding areas in a clean and orderly condition. This includes vacuuming his/her immediate area once a month.

10.2. Property Management System

The contractor shall maintain an acceptable Property Management System throughout the duration of the contract. The contractor shall provide technical expertise to support receipt, storage, handling, inventory, employment, and disposal of property supporting this TO. The contractor's execution and maintenance of its Property Management System in support of this contract shall comply with FAR 52.245-1 and DFARS 252.245-7003.

- 10.3. Equipment: Workspace and other equipment, as determined and approved by USINDOPACOM, shall be made available to the Contractor. This includes but is not limited to: workstation, office equipment and furnishings, office supplies, access to NIPR/SIPR access, copy machines, fax machines, Class-A telephone lines and Defense Switching Network (DSN) lines for Government official use only.
- 10.4. Records, Files, Documents, and Work Papers: Records, files, documents, and work papers provided by the Government remain Government property. The COR shall provide guidance instructions to the Contractor personnel who shall maintain and dispose of these records, files, documents, and work papers in accordance with USINDOPACOM policy and procedures.
- 10.5. Utilities, Telephone Services: The Government shall provide utilities and telephone services.
- 10.6. Other: Approved security containers shall be provided to the Contractor to safeguard and store classified material approved for use at the Government designated workspaces.

11. CONTRACTING OFFICER'S REPRESENTATIVE

- 11.1 The COR is an individual designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions. These functions include providing clarification or technical guidance within the scope of the contract,



monitoring the progress and performance of the Contractor, and providing evaluation feedback to the Contracting Officer.

- 11.2. The COR does not have the authority to permit any constructive changes to the contract or authorize the Contractor to perform work outside the scope of the contract. In the event that such unauthorized direction is given by the COR, the Contractor shall immediately notify the Contracting Officer in writing for resolution. Unless expressly authorized by the Contracting Officer, the Contractor shall not take action.
- 11.3. The COR for this contract will be appointed via separate letter.

12. INVOICE SUBMISSION

- 12.1 The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, Prompt Payment (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Order Number: (from GSA Form 300, Block 2)

ACT Number: (from GSA Form 300, Block 4)

Project Number: ID09210019

Project Title: CFE-DM Technical, Management, and Analytic Support

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment. This may be accomplished via certifications in electronic format, as appropriate.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall utilize GSA's web-based system, known as ITSS/ASSIST (<https://portal.fas.gsa.gov/>) to submit invoices. The contractor shall use the ITSS Help Desk for support as needed (877-472-4877, toll free).

The contractor shall submit a draft or advance copy of an invoice to the technical point of contact for review, prior to its submission to GSA's IT Solutions Shop (ITSS),



accompanied by a GSA form 3025 “Receiving Report.” The client point contact is expected to return a signed GSA Form 3025 or a detailed explanation as to why the invoice was not approved within 5 business days. It is the responsibility of the contractor to resolve any invoice issues in a timely manner. A sample 3025 will be provided upon award by GSA. Once the GSA 3025 is approved by the client, the Contractor shall submit their invoice(s) using GSA ITSS/ASSIST. Supporting documentation (travel authorization, receipts) shall accompany all invoices.

A monthly status report must accompany the approved invoice and Form 3025 in ITSS. Failure to comply may result in invoice rejection. The Government will pay the Contractor upon submission of proper invoice(s) for work delivered and accepted, less any deductions for unacceptable work.

Upon the completion of the performance period, an invoice must be submitted as “final” when no further charges will be billed. Final invoices shall be submitted no later than 90 days after completion of this order and shall include a Release of Claims. GSA will provide a template upon request.

12.2 Cost Reimbursable (CR) Line Items

The contractor may submit no more than one new invoice per month for cost incurred for the Cost Reimbursable CLINs. The invoice shall include the period of performance covered by the invoice, the CLIN number, and title. All hours and costs shall be reported by CLIN element (as identified in the Schedule), by contractor employee, and shall be provided for the current billing month, and in total, from project inception to date for each contract period. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- Employee name (current and past employees)
- Employee company labor category
- Employee labor category
- Monthly and total cumulative hours worked
- Corresponding ceiling rate

In order to invoice for any ODC and Travel, the contractor shall submit the COR approvals for all ODC and Travel amounts being invoiced. Contractor costs for travel will be reimbursed at the limits set in Federal Travel Regulation (FTR) (see FAR 31.205-46).

13. DELIVERABLES SCHEDULE

The contractor shall provide the following deliverables throughout the course of this contract.



The contractor shall propose the format for each deliverable, subject to CFE-DM approval. All deliverables are expected to be delivered electronically.

All documents must contain appropriate markings for the classification level, and include the COI, ID09210019, on all submittals. **No classified information may be submitted in GSA-ASSIST; and all sensitive information shall be handled and marked in accordance with the appropriate levels and processed on corresponding networks.**

Unless otherwise specified in the description, deliverable due dates will be established by the COR or Government technical POC for each item, as the requirements emerge and dictate.



<i>PWS Section</i>	<i>Description</i>	<i>Distribution</i>
3.1	Provide concept outlines for ARIS cooperative projects and engagements activities.	ARIS team and COR
3.1.1	Provide a written report that formulates disaster response, lessons learned and best practices approximately three (3) times per month.	ARIS team and COR
3.1.2	Develop and publish 40–50 information products per year.	ARIS team and COR
3.1.3.1	Provide up to five (5) case studies per year including drafts.	ARIS team and COR
3.1.3.2.	Submit up to three (3) Best Practices Pamphlets per year including drafts.	ARIS team and COR
3.1.4.	Archive three (3) times weekly up to 10-20 information products and provide a report within specified deadlines by the government.	ARIS team and COR
3.1.4.	On a weekly basis, provide a report that summarizes archived information.	ARIS team and COR
3.1.5	Produce a written report on operational decision making and information support reports.	ARIS team and COR
3.1.6.	Produce up to 10 Country Disaster Response Handbooks per period of performance. One country book due approximately every six weeks.	ARIS team and COR
3.1.7.	Submit recommendations to address gaps identified in the Center's Mid year Assessment.	ARIS team and COR
<i>PWS Section</i>	<i>Description</i>	<i>Distribution</i>
3.2.1.	Provide draft comments, inputs and entries for review and approval.	Plans and Programs team and COR



3.2.2.	Provide written and oral recommendations for DMHA related sections of the IPCP.	Plans and Programs team and COR
3.2.3.	Draft recommended inputs on DMHA portions of the strategic framework of the IPCP and create suggested TCO tasks.	Plans and Programs team and COR
3.2.4.	Provide weekly progress status updates.	Plans and Programs team and COR
3.2.5.4.	Provide recommendations that optimize the use of military forces in multilateral international disaster response operations.	Plans and Programs team and COR
3.2.5.5.	Track lessons learned from actual response operations and share written inputs and AAR.	Plans and Programs team and COR
<i>PWS Section</i>	<i>Description</i>	<i>Distribution</i>
3.3.1	Develop engagement concepts, project proposals, and course curricula.	T&E team and COR
3.3.2.1.	Update course documents, presentations, handbooks, tests, exercises and related materials 60 days prior to each HART event.	T&E team and COR
3.3.2.2.	Provide an AAR within 10 working days of event completion.	T&E team and COR
3.3.3.	Once a year, review and revise as necessary the HART course content.	T&E team and COR
3.3.4.	Develop course curriculum of two (2) public health emergency courses for approval 30 days prior to the start of each event.	T&E team and COR
3.3.4.1.	Submit an AAR within 10 business days of course completion.	T&E team and COR
3.3.5.	Develop presentations for each course and submit draft for government approval six (6) weeks prior to execution of the courses.	T&E team and COR
3.3.5.2.	Submit AAR to the government within 10 business days of course completion.	T&E team and COR



3.3.6. –	Organize, develop and present up to ten workshops/seminars per performance period. Recommend two (2) senior leader speakers.	T&E team and COR
3.3.6.4.	Submit AAR 10 business days of event completion.	T&E team and COR
3.3.7.	Plan and execute up to two (2) international engagements per year. Provide summary reports 30 days after each event.	T&E team and COR
3.3.7.2.	Provide AAR within ten (10) business days of completion of each event.	T&E team and COR
3.3.8. – 3.3.8.2.	Participate in five (5) conferences. Develop and submit event summaries and presentation materials to the government for approval 30 days in advance of each activity.	T&E team and COR
3.3.8.3.	Submit AAR to the government within ten (10) business days of activity completion.	T&E team and COR
3.3.9. - 3.3.9.2.	Plan, coordinate and execute 12 exercises during a 12-month (calendar) period. Participate in initial, mid, and final approving conferences. Submit AAR within 10 business days of exercise completion.	T&E team and COR
3.3.9.3.	Attend weekly planning conferences and provide progress reports for government approval.	T&E team and COR
3.3.10. –	Plan and execute up to three (3) HADR Security Cooperation workshops per year. Provide a workshop summary and materials to the government 30 days prior to the start of each event.	T&E team and COR
3.3.10.4.	Submit AAR to the government within 10 business days of workshop completion.	T&E team and COR
3.3.11.1.	Produce a blended virtual/online/resident HART course within 12 months of the start of this service. Submit AAR to the government within 10 business days of completing HART training.	T&E team and COR
3.3.11.2.	Plan and execute up to four (4) additional international engagements. Submit a report within 15 days of each engagement to train operational decision-making of military planners.	T&E team and COR
3.3.11.2.4	Submit AAR to the government within 10 business days of engagement completion.	T&E team and COR



3.3.12.3.	Develop a JTF Commander's Handbook. Provide weekly summary report or verbal update on the progress.	T&E team and COR
<i>PWS Section</i>	<i>Description</i>	<i>Distribution</i>
3.4.1.2.	Provide expertise and recommendations on established IT services.	Mission support team and COR
3.4.4.2.	Provide recommended solutions and findings daily.	Mission support team and COR
3.4.4.4.	Provide monthly status and performance reporting for KM metrics.	Mission support team and COR
<i>PWS Section</i>	<i>Description</i>	<i>Distribution</i>
3.4.5.1.	Track and update staffing matrices.	CFE-DM team and COR
3.4.5.4. – 3.4.5.6.	Provide travel coordination support. Prepare travel authorizations and settle vouchers.	CFE-DM team and COR
<i>PWS Section</i>	<i>Description</i>	<i>Distribution</i>
12.1	The contractor shall provide a monthly project status report and GSA 3025 to the COR with the submission of each invoice. Upon approval by the COR, the invoice package may be submitted into GSA ASSIST/ITSS for processing.	COR and GSA

14. PERFORMANCE REQUIREMENTS SUMMARY



The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Failure to perform these requirements at the AQL, or any other requirements of this order, may be documented with a Contract Deficiency Report, which may be reflected on Past Performance Evaluations (CPAR), and appropriate reperformance or price reductions may be invoked. The vendor shall work with the appropriate Government POC to resolve issues at the lowest level, within that POC's authority. In the event of any discrepancy or concern, the contractor shall escalate issues to the COR and/or Contracting Officer prior to incurring additional costs.

<i>PWS Section</i>	<i>Performance Standard</i>	<i>Acceptable Quality Level (AQL)</i>	<i>Method of Surveillance</i>
Task Area 1 - Applied Research and Information Sharing (ARIS) support			
3.1	Provide concept outlines for ARIS cooperative projects and engagements activities.	95% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
3.1.1.	Provide a written report that formulates disaster response, lessons learned and best practices approximately three (3) times per month.	95% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
3.1.2.	Develop and publish 40–50 information products per year.	95% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
3.1.3.1	Provide up to five (5) case studies per year.	100% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
3.1.3.2.	Submit up to three (3) Best Practices Pamphlets per year.	100% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.



3.1.4.	Archive 10-20 information products up to three times per week and provide a weekly summary report of archived products within specified deadlines by the government.	95% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
3.1.5.	Produce a written report on operational decision making and information support reports.	95% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
3.1.6.	Produce up to 10 Country Disaster Response Handbooks per period of performance. One country book due approximately every six weeks.	95% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
3.1.7.	Submit recommendations to address gaps identified in the Center's Mid-year Assessment.	95% delivery and compliance.	Monthly feedback provided to COR by ARIS branch government lead.
<i>PWS Section</i>	<i>Performance Standard</i>	<i>Acceptable Quality Level (AQL)</i>	<i>Method of Surveillance</i>
Task Area 2 – Plans and Programs support			
3.2.1.	Three to Five times a week, participate in Boards, Bureaus, Centers, Cells, and Working Groups. Provide disaster response and humanitarian expertise. Provide draft comments, inputs and entries for review and approval.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
3.2.2.	Participate in weekly working groups and provide written and oral recommendations for DMHA related sections of the IPCP.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
3.2.3.	Draft recommended inputs on DMHA portions of the strategic framework of the IPCP and create suggested TCO tasks.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.



3.2.4.	Process funding requests in the OHASIS and GTSCMIS for approval and track for status.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
3.2.5.	Provide crisis response planning support.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
3.2.5.2.	Provide civil-military operations DMHA planning support.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
3.2.5.3.	Provide DMHA planning across the full range of humanitarian emergencies, from natural hazards to manmade disasters to include conflict.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
3.2.5.4.	Provide recommendations that optimize the use of military forces in multilateral international disaster response operations.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
3.2.5.5.	Track lessons learned from actual response operations.	95% delivery and compliance.	Monthly feedback provided to COR by Plans and Programs government lead.
<i>PWS Section</i>	<i>Performance Standard</i>	<i>Acceptable Quality Level (AQL)</i>	<i>Method of Surveillance</i>
Task Area 3 – Training and Engagements (T&E) support			
3.3.1	Develop engagement concepts, project proposals, and course curricula.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.2.	Organize, coordinate and instruct up to 12 resident HART training courses per year.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.



3.3.2.1. – 3.3.2.3.	Update course documents, presentations, handbooks, tests, exercises and related materials 60 days prior to each HART event. Provide an AAR within 10 working days of event completion.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.4	Develop course curriculum of two (2) public health emergency courses for approval 30 days prior to the start of each event. Submit an AAR within 10 business days of course completion.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.5 – 3.3.5.2.	Develop presentations for each course and submit draft for government approval six (6) weeks prior to execution of the courses. Submit AAR to the government 10 business days of course completion.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.6. – 3.3.6.4.	Organize, develop and present up to ten workshops/seminars per performance period. Recommend two (2) senior leader speakers. Submit AAR 10 business days of event completion.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.7. – 3.3.7.2.	Plan and execute up to two (2) international engagements per year. Provide summary reports 30 days after each event. Provide AAR within ten (10) business days of completion of each event.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.8. – 3.3.8.3.	Participate in five (5) conferences. Develop and submit event summaries and presentation materials to the government for approval 30 days in advance of each activity. Submit AAR to the government within ten (10) business days of activity completion.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.



3.3.9. – 3.3.9.3.	Plan, coordinate and execute 12 exercises during a 12-month (calendar) period. Participate in initial, mid, and final approving conferences. Submit AAR within 10 business days of exercise completion. Attend weekly planning conferences and provide progress reports for government approval.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.10. – 3.3.10.4.	Plan and execute up to three (3) HADR Security Cooperation workshops per year. Provide a workshop summary and materials to the government 30 days prior to the start of each event. Submit AAR to the government within 10 business days of workshop completion.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.11. – 3.3.11.1.	Produce a blended virtual/online/resident HART course within 12 months of the start of this service. Submit AAR to the government within 10 business days of completing HART training.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.11.2. – 3.3.11.2.4.	Plan and execute up to four (4) additional international engagements. Submit a report within 15 days of each engagement to train operational decision-making of military planners. Submit AAR to the government within 10 business days of engagement completion.	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.
3.3.12.3. – 3.3.12.3.3.	Develop a JTF Commander's Handbook about HA in conflict scenarios. Provide weekly summary report or verbal update on the progress. By when?	95% delivery and compliance.	Monthly feedback provided to COR by T&E government lead.



<i>PWS Section</i>	<i>Performance Standard</i>	<i>Acceptable Quality Level</i>	<i>Method of Surveillance</i>
Task Area 4 - Mission Support			
3.4.1.	Ensure optimal functionality and connectivity daily.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.1.1.	Support new user account activations and service requests.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.1.2.	Provide expertise and recommendations on established IT services.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.1.3.	Ensure continuity of the collaborative environments.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.1.4.	Set up IT systems, presentations and connectivity.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.2.	Manage CFE-DM website.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.2.1.	Provide monthly content management solutions.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.2.2.	Upgrade website and provide integration support.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.2.3.	Provide monthly use and current industry trends.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.3.	Provide graphics development to design and produce CFE-DM products.	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).
3.4.4. – 3.4.4.4.	Provide KM for content on information for CFE-DM Systems (3.4.1.). Provide monthly	95% delivery and compliance.	Monthly feedback provided to COR by Mission government lead(s).



	status and performance reporting for KM metrics.		
<i>PWS Section</i>	<i>Performance Standard</i>	<i>Acceptable Quality Level (AQL)</i>	<i>Method of Surveillance</i>
Administrative Assistance			
3.4.5.	Provide administrative support as specified in this section of the PWS.	95% delivery and compliance.	Monthly feedback provided to COR by CFE-DM lead(s).
3.4.5.1.	Track and update staffing matrices.	95% delivery and compliance.	Monthly feedback provided to COR by CFE-DM lead(s).
3.4.5.2.	Create, maintain, file, organize and retrieve data.	95% delivery and compliance.	Monthly feedback provided to COR by CFE-DM lead(s).
3.4.5.4. – 3.4.5.6.	Provide travel coordination support. Prepare travel authorizations and settle vouchers.	95% delivery and compliance.	Monthly feedback provided to COR by CFE-DM lead(s).